

Raymond and Donna Rokita  
3816 Schlee Street  
Lansing, Mi 48910-4435  
October 10, 2008

Attention Tom Chocran,

This letter is in regards to the phone call I had with you earlier this week praising very good service.

On the afternoon of October 4, 2008 We called 911 to assist us in a possible fire in our oven.

As a result, We were on target.  
Safety is important and seconds count.

When I had mentioned that my wife Donna and I were blind this didn't put a damper on service. All personnel were very helpful. Donna and I just wanted to say thank you for your superb service. Having this week to replay events of last Saturday is just a reminder how blessed we really are. I felt a letter of thanks was in order. We're very proud of the quick response time and assistance to avoid damage. A job very well done.

Sincerely,

Raymond and Donna Rokita